

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
The Use of N11 Codes and Other)	CC Docket No. 92-105
Abbreviated Dialing Arrangements)	

**REPLY COMMENTS OF THE METROPOLITAN TRANSPORTATION
COMMISSION (MTC)**

MTC hereby submits its Reply Comments to the Comments filed to refresh the record regarding reconsideration of the Commission's designation of the 211 and 511 abbreviated dialing codes.

MTC has operated a 511 system in the nine county San Francisco Bay Area of California since December 2002. The initial service provided information on roadway congestion and incidents, transit information (schedules, fares, service disruptions) for over 40 transit agencies and over 20 paratransit agencies, bicycling information, and ride sharing information. On air quality alert days, the system also provides information on the alert and the options travelers have to reduce the severity of the air quality problem. In March 2004, the service was improved to include real-time estimates of driving times on approximately 40% of the region's highways and freeways.

The 511 system replaced an existing telephone information system that had been in place since the mid-1990's and utilized a nine-digit number. That system received approximately 60,000 calls per month. During the first month of operation, the new 511 service received approximately 150,000 calls, two and a half times the average number placed on the old system. Usage has continued to increase and we now receive between 350,000 and 400,000 calls per month. We expect this number to increase, especially once we complete data collection deployment for driving times. Since we began the 511 service, we have received over 4.6 million calls.

From the increase in usage, one can see how popular the 511 service has become. We have also conducted user surveys of our service. In a survey of approximately 1,000 users of the 511 telephone service in 2003, a large majority of respondents (90%) stated that they are very or somewhat satisfied with the service. That percentage increased to 92% in a similar survey in 2004. Users' top reasons for satisfaction with the service are that they quickly get information they need, information is accurate, and the system is easy to use. In 2004, 96% of respondents stated that they are very or somewhat satisfied with the overall ease of using the 511 service.

In the State of California, there has been no dissention about who the lead agency should be in 511. The California Department of Transportation developed a statewide plan which identifies the appropriate agencies throughout the state to implement 511. It also

discusses interoperability and boundary issues. In the San Francisco Bay Area, it was agreed that the MTC should be lead agency. We represent a partnership of all of the transit providers in the region, the California Department of the Transportation, and the California Highway Patrol. To our knowledge, no other agency requested the 511 number for the Bay Area.

We share a boundary with the recently launched 511 system in Sacramento. Sacramento 511 already provides a call transfer to the Bay Area 511. We plan to implement a reciprocal transfer when we install our next series of enhancements in early 2005. We will evaluate the need for similar call transfer arrangements with other bordering systems as they are implemented to assure that callers will get to the system they want and receive the information they need.

The 511 numbering has proved to be extremely beneficial to travelers in our region. Overall, use of the 511 traveler information phone service increased 207 percent between FY 2002-03 and FY 2003-04. Requests for traffic information surged by 409 percent while transit information requests grew 64 percent for this same time period. Requests for rideshare information grew 172 percent while requests for bicycling information grew 141 percent. While a variety of factors including the introduction and marketing of new features have contributed to this growth, the fact that the 511 number is easy to remember and dial is key. Our 511 service has been a great benefit to and popular service with the citizens of the San Francisco Bay Area. Because the system is serving the traveling public well under the current rules we do not support additional rulemaking at this time.